

Civano 1 Neighborhood 1 Association Auto Pay Set Up

In order to increase the security of your personal bank information and provide you with more flexibility regarding your payments, the Association's bank, Alliance Association Bank, will withdraw your payment directly instead of the management company being the middleman. This is the same bank your association utilizes for its banking needs. Your HOA payments automatically withdrawn through Alliance Bank means you can choose the exact date your payment will be made from your bank account.

Please note this does **not** require you to set up a separate or personal bank account with Alliance; you are simply submitting your current bank account information to Alliance so they may pull your payment automatically from your existing account each month, instead of Cadden Management. This also minimizes the exposure of your bank account information over the internet. Note that only you can authorize Alliance to withdraw your money, not the management company.

Internet access is needed to make this change. For those who may not have a computer, feel free to come to the office and staff will assist in switching your account directly to the Association's bank.

If you have any further questions or need assistance when setting up your account, please contact the office.

➤ **See below for Set up Instructions**

In order to increase the security of your personal bank information and provide you with more flexibility regarding your payments, we are partnering directly with Alliance Association Bank (the bank your HOA utilizes) for automatic payments. YOU will be able to set up your automatic recurring payments for the date of YOUR choosing. Recurring payments made from your bank account will be processed at no charge. Additionally, your sensitive bank information will be kept ONLY on the bank's secure system.

Setting up your account is easy! Simply visit our website at www.cadden.com and click on the green "Pay My Account" tab in the upper right corner of the screen. From here, be sure to select the **Alliance Association Bank option**.

The **First** thing you will need to do is "**Create Your Account.**" Have your bank account information handy. Click on "Create Account", enter the required information, and click PROCEED. Your account is now created.

Secondly you will need to verify the email address you provided as website requests. After the email verification you will go to the "Login" tab.

To complete the set up process. Lastly you will "**Login**" to this newly created account to set up your payment. Under "**Add a property**" and enter all required information. Own more than one home? No problem! All your payments can be added here.

- Your Management Company ID is 6725.
- Your Civano Association ID is 162
- Your Unit Account Number for the above referenced home is YOUR ACCOUNT # XXXXXXXXX, then add the number 1.

directly after the Account Number if an error occurs. You can find this information on your coupon book or contact the HOA office *IT IS REALLY IMPORTANT to let owners know when entering their unit account number that they add a 1 to the end of the 9 digit number in the letter. Not a space 1, not a dash 1, JUST A 1 if needed.*

- Your frequency period for HOA Dues is Monthly
- Your amount for this HOA is \$75.00 per month effective January 1, 2016.

You will then see the payment you have created and you can confirm the details. At this time, you can add another property if needed.

Please be reminded to SAVE all the information entered when creating your account. As you will need this information in the future if anything needs to be changed/stopped/cancelled, etc... YOU will have to change it as Cadden is no longer involved with the auto pay process as you have created the account now. All Cadden has done is provide the links for you to create your own account.

We look forward to providing you with improved service through this partnership with Alliance Association Bank. If you have any further questions or need assistance when setting up your account, please contact the office at 520-546-3862.